

ABSTRACT

The invention disclosed herein generally comprises a method for converting survey scores into a single, normalized distribution which provides a mechanism by which different surveys
5 conducted on different scales may be compared to each other on a common scale. The method consists of converting the scores of each survey to a percentage, and assigning each resultant percentage a predetermined value on the common scale, where the assignment compensates for the differences in the original disparate scale response distributions. A resampling methodology is used to create a common scale distribution, which is normal and enables the statistical
10 comparison of scores. The results are mapped and may be transmitted to the service or product provider for assessment.